



north devon homes

# Community Involvement Local Offer (Service Standard)

This is our promise to customers on the local offer we will deliver

Everyone at North Devon Homes is committed to “working together to create communities where people want to live”. To ensure that we do this for you we have created a set of values for ourselves.

One of our values is to “Be reliable, honest and accountable in all that we do”. The standard below sets out how we intend to deliver this.

## **We will:**

- Ensure C90 meets every 90 days; meetings will have formal minutes, outcomes and impact that will be published on our website to demonstrate customer involvement at a governance level in our decision making process.
- Ensure our Scrutiny panel meets monthly and have formal minutes, reviews, outcomes and impact that will be reported in our newsletters and Annual Return to Tenants.
- Ensure our Fresh Ideas Group will meet at least 16 times a year, outcomes and impact will be reported in our newsletters and website.
- Collect 1,000 customer points of view a year reporting back to customers how these influenced our service design.
- Carry out a minimum of 4 local conversations each year visiting different communities to ensure a wide range of customers have opportunities to have their voice heard.
- Consult with 80 customers every 90 days across different geographical areas.
- Hold 6 community based consultation events a year e.g. journey mapping.
- Hold 12 community events a year and a Summer Fayre event.
- Work with external partners to enhance our engagement offer to customers and will report on these opportunities every 90 days.
- Collect ‘Value for money’ data on the number of service changes made by customers and report this back to customers through our website, social media and newsletters.
- Review (and be accountable) in partnership with customers our

satisfaction/dissatisfaction levels for the services we provide every 90 days.

- Work with customers to review and update all our local offers (service standards) and be accountable on how we are doing against these targets.
- Run 96 weekly locality based youth clubs a year.
- Track the impact of our work using a Transformative Evaluation Framework.
- Measure our impact with families and interventions with young people.

### How we will inform you that we have listened

It is important to us that we tell customers how their voice, suggestions for improvements and ideas have influenced our business objectives.

It is also important that we tell customers why we have sometimes not been able to undertake their suggestions and why not.

As well as using our digital communication platforms (e.g. social media and our website) we will publish how customers have shaped, influenced, provided points of view within our Newsletter and our Annual Report to Tenants.

### C90 Group:

C90 stands for 'Customer 90 days'. This formal group is made up from a range of people from across the business and the community who are customers, managers, staff members, board members, Directors and our Chief Executive.

The Chair of our C90 group is a customer and all members work side by side on an equal basis to help deliver the vision of the company "working together to create communities where people want to live".

Through our training opportunities and work with young people we will boost our ability to attract talent into the organisation. We will share these successes with customers and celebrate our young apprentice scheme and customers achievements.

If you would like to make any comments, complaints or suggestions relating to any of our local offers, please get in touch on: 01271 312500 or email: [enquiries@ndh-ltd.co.uk](mailto:enquiries@ndh-ltd.co.uk).

**We'd love to hear from you.**